

Date: 23 March 2020**Traffic and Highway Services – Changes to public facing services resulting from Covid-19**

In light of social distancing guidance that has been issued by Public Health, Traffic and Highway Services (THS) has been reviewing its ability to comply with this guidance and thereby ensure the safety of its staff and customers.

Accordingly, practical measures have been introduced within both public facing and back office areas to ensure that personal space is maintained at all times and that any 'high touch' areas such as door handles are cleaned with an antiseptic wipe on a regular basis.

However, certain services that THS provide require close personal contact and cannot therefore comply with the public health guidance. On this basis, the decision has been taken to suspend all practical driving tests until further notice. Candidates will be automatically issued a token to rebook their test free of charge using the online booking system, but are advised not to rebook until it is announced that testing has recommenced. It is understood for the same reason that most, if not all, driving schools have adopted a similar approach and have suspended lessons at this time.

Theory tests are still being undertaken at the Bulwer Avenue office but, from Tuesday 24th March, we will be reducing the maximum number of tests that can be undertaken in one sitting from five to two, to ensure that we comply with the social distancing requirements. Staff will be contacting candidates to make alternative arrangements.

Any questions relating to the practical and theory test driving service should be referred to drivingtests@gov.gg or by telephoning 01481 243400 – option 2.

Whilst the driver and vehicle licensing office remains open to the public at this time, it is operating on a reduced counter service and the public are asked not to attend in person unless the matter is urgent or cannot be dealt with by post or by using online services. As from Tuesday 24 March, payments in the office will only be accepted by debit or credit card.

Anyone requiring advice on submitting applications by post or who wishes to set up an online account is asked to email dvl@gov.gg or telephone 01481 243400 – option 1.

Traffic and Highway Services wishes to thank its customers for their understanding at this time.